

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicant Daniel Keele Burgin : Paper No:  
:  
Serial No. 09/944,676 : Group Art 3714  
Unit:  
Filed: 08/31/2001 : Examiner: Mosser, Kathleen  
Michele  
For: System and Method for Automated End-User Support

**INFORMATION DISCLOSURE STATEMENT**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In accordance with 37 C.F.R. §§ 1.97 and 1.98, Applicant amends the Transmittal Form originally filed on January 10, 2008, as follows:

**In the Remarks**

No item of information contained in the information disclosure statement was cited in a communication from a foreign patent office in a counterpart foreign application, and, to the knowledge of the person signing the certification after making reasonable inquiry, no item of information contained in the information disclosure statement was known to any individual designated in § 1.56(c) more than three months prior to the original filing of the information disclosure statement on January 10, 2008.

Examiner Mosser indicated that the a statement per 37 CFR 1.97(e) was missing in the original submission. Per 37 C.F.R. §§ 1.97(f), while no extensions of time are permitted for the filing of an information disclosure statement under § 1.136, a bona fide attempt was made to comply with § 1.98, but part of the required content was inadvertently omitted. Therefore, Applicant submits that the information disclosure statement filed on January 10, 2008, is now in compliance with the rules and requests

Serial No. 10/870,731

that the same be reviewed. The PTO-1449 and the references listed therein have already been scanned into PAIR.

Respectfully submitted,

/Ria Farrell Schalnati/  
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March 25, 2008